

9. Program Monitoring	
<i>Attachment 9A</i>	<p>9.1 Outcome Based Contracts</p> <p>Virginia's contract with each refugee resettlement provider establishes measurable performance outcome requirements. The outcome requirements are called the "Annual Goal Plan." Each provider's success in meeting these performance requirements is the primary determining factor for continued funding.</p>
CFR 45 Part 400.22 (b) (2)	<p>9.2 Contractor Performance Reviews</p> <p>Virginia's contract with each refugee resettlement provider establishes two methods of reviewing performance. The first is an independent audit, paid for at the contractor's expense. The second is a series of compliance reviews conducted by ONS, both quarterly and yearly.</p>
	<p>9.2.1 Site Visits</p> <p>Site visits include (1) interviews with both case managers and management staff, and (2) case record reviews.</p>
	<p>9.2.2 Data Reviews</p> <p>Data review consists of a review of case activities reported in the Virginia Newcomers Information System.</p>
	<p>9.2.3 Activity Monitoring</p> <p>Review of quarterly narrative reports of project activities and issues.</p>
	<p>9.2.4 Case Record Reviews</p> <p>Review of client files to monitor development and implementation of the comprehensive resettlement plan to guide the refugee in reaching self-sufficiency.</p>
	9.2.5 Other requirements
	9.2.5.a Equal access to services by men and women.
	9.2.5.b Use of bilingual and bicultural women staff .
	9.2.5 c Collaboration among voluntary agencies and service provider agencies to form a network of support for refugees.

<i>Attachment 9B</i>	<p>9.3 Quarterly Review Findings</p> <p>ONS gives contract agencies informal feedback on quarterly review findings through conversations and memorandas. ONS gives contract agencies formal feedback on annual review findings at year-end contract evaluation meetings and through written evaluations.</p>
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ATTACHMENT 9 A

Contractor Annual Goal Plan

The Government Performance Results Act, Public Law 103-62 designated the Refugee Resettlement Program as one of the programs to implement performance indicators. Since 1996, the Virginia Refugee Resettlement Program prepares and submits annual performance goal plans. Each resettlement provider is subject to and accountable for meeting the performance outcomes agreed to in its yearly contract with the Office of Newcomer Services. The following Annual Goal Plan is required yearly from each contractor.

<u>Measure</u>	<u>Proposed</u>		<u>Actual</u>	
Entered employments				
Cash Assistance Terminations Due to Employment				
Cash Assistance Reductions Due to Earnings				
Average Hourly Wage at Placement				
Employment retention				
Entered Employment with Health Benefits				

Source: ONS Program Contract, synopsis of pages 17 – 18

ATTACHMENT 9 B
Office of Newcomer Services
Quarterly Performance Feedback Form

Contractor _____ FFY _____ Quarter _____

Reviewer Comments

Reviewer Questions

Source: ONS Internal Operational Document